

# ADA Liaison News

December 2018

**Happy Holidays and All The Best in 2019**  
**from the Office of Equal Opportunity Programs**

## ADA Liaison Updates

We've had approximately 18 ADA Accessibility complaints in 2018. Thankfully, with your assistance, they have all been successfully resolved. THANK YOU!

Please make sure your department website includes your name as the Department Liaison for ADA concerns. We have updated the Internet and Intranet with the new list of ADA Liaisons.



## ADA Overview:

FROM: U.S. Department of Justice / Civil Rights Division / Disability Rights Section

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

State and local governments are required to follow specific architectural standards in the new construction and alteration of their buildings. They also must relocate programs or otherwise provide access in inaccessible older buildings, and communicate effectively with people who have hearing, vision, or speech disabilities. Public entities are not required to take actions that would result in undue financial and administrative burdens. They are required to make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination, unless they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided.

## C.O.D.I. MONTHLY MEETINGS

Commission on Disability Issues (CODI) meetings are held on the third Wednesday of each month. Check the City's website for confirmation of meetings and location. Liaisons are often requested to attend and provide departmental information.

## General Sources of Disability Rights Infor-

**mation:** ADA Information Line (800) 514-0301 (voice)  
(800) 514-0383 (TTY) Website: [www.ada.gov](http://www.ada.gov)

# EFFECTIVE COMMUNICATION



Covered entities may require reasonable advance notice from people requesting aids or services, based on the length of time needed to acquire the aid or service, but may not impose excessive advance notice requirements. “Walk-in” requests for aids and services must also be honored to the extent possible.

People who have vision, hearing, or speech disabilities (“communication disabilities”) use different ways to communicate. For example, people who are blind may give and receive information audibly rather than in writing and people who are deaf may give and receive information through writing or sign language rather than through speech. The ADA requires that title II entities (State and local governments) and title III entities (businesses and nonprofit organizations that serve the public) communicate effectively with people who have communication disabilities. The goal is to ensure that communication with people with these disabilities is equally effective as communication with people without disabilities.

The purpose of the effective communication rules is to ensure that the person with a vision, hearing, or speech disability can communicate with, receive information from, and convey information to, the covered entity.

- Covered entities must provide auxiliary aids and services when needed to communicate effectively with people who have communication disabilities.
- The key to communicating effectively is to consider the nature, length, complexity, and context of the communication and the person’s normal method(s) of communication. The rules apply to communicating with the person who is receiving the covered entity’s goods or services as well as with that person’s parent, spouse, or companion in appropriate circumstances.

A “qualified” interpreter means someone who is able to interpret effectively, accurately, and impartially, both receptively (i.e., understanding what the person with the disability is saying) and expressively (i.e., having the skill needed to convey information back to that person) using any necessary specialized vocabulary.

In addition, aids and services include a wide variety of technologies including 1) assistive listening systems and devices; 2) open captioning, closed captioning, real-time captioning, and closed caption decoders and devices; 3) telephone handset amplifiers, hearing-aid compatible telephones, text telephones (TTYs), videophones, captioned telephones, and other voice, text, and video-based telecommunications products; 4) videotext displays; 5) screen reader software, magnification software, and optical readers; 6) video description and secondary auditory programming (SAP) devices that pick up video-described audio feeds for television programs; 7) accessibility features in electronic documents and other electronic and information technology that is accessible (either independently or through assistive technology such as screen readers).

## Martina Macias selected as Linkages Employee of the Year

Linkages, a non-profit organization educating businesses on the benefits of hiring individuals with disabilities and linking them with job seekers through partnering, job fairs and events, has selected Martina Macias as the Employee of the Year for 2018. Marty was nominated due to her effectiveness, commitment and professionalism in her job as the Sr. Equal Opportunity Specialist.

**CONGRATULATIONS  
MARTY!**

